



**TEXAS**

Health and Human  
Services

Civil Rights  
Office

## Client Rights

- **Access**
- **Equality**
- **Opportunity**
- **Respect**

### Civil Rights Office

Health and Human Services Commission

701 W. 51st Street

Mail Code W206

Austin, Texas 78751

Phone Toll Free: (888) 388-6332

Phone: (512) 438-4313

Fax: (512) 438-5885

[Website](http://hhs.texas.gov/about-hhs/your-rights/civil-rights-office): [hhs.texas.gov/about-hhs/your-rights/civil-rights-office](http://hhs.texas.gov/about-hhs/your-rights/civil-rights-office)

### Our Mission

**The mission of the Civil Rights Office is to help ensure that programs and services are provided in a nondiscriminatory manner.**

### Our Agencies

We can help clients who receive services from the following Texas agencies:

- [Department of State Health Services \(DSHS\)](http://www.dshs.state.tx.us) [www.dshs.state.tx.us](http://www.dshs.state.tx.us)
- [Health and Human Services Commission \(HHSC\)](http://www.hhsc.state.tx.us) [www.hhsc.state.tx.us](http://www.hhsc.state.tx.us)

Call 2-1-1 for information about health and human services in your community.

Cell phone users or callers from outside Texas can call 1-877-541-7905 Toll-free to access the 2-1-1 information line.

### Nondiscrimination in Services

The Civil Rights Office is responsible for investigating complaints of discrimination filed by applicants for services, clients, and other customers.

Applicants for services, clients, and other customers who believe they have been discriminated against may contact the Civil Rights Office or complete the [Client Complaint of Discrimination form](#), CR 136, available online at

[hhs.texas.gov/about-hhs/your-rights/civil-rights-office](https://hhs.texas.gov/about-hhs/your-rights/civil-rights-office). You are not required to fill out a form to file a complaint.

Clients and customers must file a discrimination complaint **no later than 180 days** after the discriminatory incident.

**A complaint can be started in person or by:**

- **Letter**
- **E-mail**
- **Fax**
- **Phone**

## **Our Offices**

### **Austin**

701 West 51<sup>st</sup> Street  
Mail Code W206  
Austin, TX 78751  
Phone: (512) 438-4313  
FAX: (512) 438-5885

### **Edinburg**

2520 S. Veterans Boulevard  
Mail Code 108-1  
Edinburg, TX 78539  
Phone: (956) 316-8393  
FAX: (956) 316-8177

### **El Paso**

11295 Edgemere Boulevard  
Mail Code 112-4  
El Paso, TX 79936  
Phone: (915) 629-3332  
FAX: (915) 629-5372

### **Grand Prairie**

801 S. State Highway  
Mail Code 012-5  
Grand Prairie, TX 75051  
Phone: (972) 337-6245  
FAX: (972) 337-6153

### **Houston**

5425 Polk Street  
Mail Code 174-7  
Houston, TX 77023  
Phone: (713) 767-2382  
FAX: (713) 767-2352

### **Lubbock**

6302 Iola Avenue  
Mail Code 217-1  
Lubbock, TX 79424  
Phone: (806) 783-6677  
FAX: (806) 783-6644

### **San Antonio**

11307 Roszell Street  
Mail Code 279-4  
San Antonio, TX 78217  
Phone: (210) 619-8166 or  
(210) 619-8170  
FAX: (210) 619-8159

## **Your Rights as a Client**

All health and human services clients have the right to apply for and get services free from discrimination. This includes services and programs provided by other organizations that contract with our agencies.

## **Services We Provide**

We are committed to providing fair and equal services for our clients in the following areas:

- Discrimination complaints
- Access to services and programs
- Access for people with disabilities
- Access for people who do not speak fluent English
- Accurate and timely civil rights information
- Civil rights training for our employees and service providers

## **We Can Help**

- If you think you have been discriminated against
- If you have been denied access to services or programs
- If you have received unwanted sexual advances
- If you have been harassed when receiving services
- If you have been treated rudely
- If you have been denied services due to a disability
- If you have a problem due to a language or communication need

If so, you can contact the HHSC Civil Rights Office:

Phone Toll-free: (888) 388-6332

HHSC Civil Rights Office

701 W. 51<sup>st</sup> Street

Mail Code W206

Austin, Texas 78751

[Email: HHSCivilRightsOffice@hhsc.state.tx.us](mailto:HHSCivilRightsOffice@hhsc.state.tx.us)

**Do you need this information in a different form such as audio, Braille, or large print?**

**Call us Toll-free at 1-888-388-6332**

**Or [email us at hhscivilrightsoffice@hhsc.state.tx.us](mailto:hhscivilrightsoffice@hhsc.state.tx.us)**